



Grandstream Networks, Inc.

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GXP BroadWorks SCA Configuration Guide

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## OVERVIEW

Grandstream GXP21xx/14xx SIP phones support BroadWorks Shared Call Appearance feature. Shared Call Appearance allows multiple phones to share one extension number and manage a call as a group. Incoming calls will appear at multiple locations simultaneously. All devices where call appearance is shared can be used to answer an incoming call or make a call as if it is the main user. Calls can be transferred between two phones by simply putting the call on hold at one phone and picking it up on the other. Line keys light up or flash in different colors, allowing all people sharing the extension to monitor the call status. One important application for Shared Call Appearance is for an administrative assistant/executive scenario.

This document serves as an end user guide on how to configure Grandstream GXP21xx/14xx SIP phones for BroadWorks Shared Call Appearance feature. How to configure SCA on BroadWorks Application Server is out of the scope of this document. System Administrators shall check BroadWorks Partner Configuration Guide for more detailed information: [http://www.grandstream.com/products/general/general\\_interop\\_broadsoft.pdf](http://www.grandstream.com/products/general/general_interop_broadsoft.pdf)

## KEY CONCEPT

- **Call Appearance** – Every call is associated with a specific line. The presentation of a call on a line is called “Call Appearance”.
- **Shared Call Appearance** – A Shared Call Appearance is any Call Appearance that is visible and accessible (optional) to the original endpoints as well as other authorized endpoints.
- **Public Hold** – The held call is available for any shared line to retrieve.
- **Private Hold** – The held call can only be retrieved from the shared line that held the call.
- **Bridging** – Join an active call to form a multi-party conference.

## SCA CONFIGURATION ON GXP PHONES

Configuring Grandstream GXP21xx/14xx SIP phones to work with BroadWorks Shared Call Appearance feature is straightforward. First configure the SIP account settings just as you would for a normal SIP account. Then set the Line Key mode of the corresponding Line to be a Shared Line. The Line Key mode settings are under BASIC SETTINGS page of the GXP phones web configuration UI.

## Primary Phone

1. Configure the SIP Account settings:

### ACCOUNT 1

**Account Active:**  No  Yes

**Account Name:**   
(e.g., MyCompany)

**SIP Server:**   
(e.g., sip.mycompany.com, or IP address)

**Secondary SIP Server:**   
(e.g., sip.mycompany.com, or IP address)

**Outbound Proxy:**   
(e.g., proxy.myprovider.com, or IP address)

**SIP User ID:**   
the user part of an SIP address

**Authenticate ID:**   
can be same or different from SIP UserID

**Authenticate Password:**   
(not displayed for security protection)

**Name:**   
(optional, e.g., John Doe)

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**DNS Mode:**  A Record  SRV  NAPTR/SRV  Use Configured IP

**Special Feature:**

2. Configure the Line Key settings under BASIC SETTINGS page:

**Line Keys:**

**Key Mode:**

**Account:**  ▼

## Secondary Phone

1. Configure the Account settings:

### ACCOUNT 1

**Account Active:**  No  Yes

**Account Name:**   
(e.g., MyCompany)

**SIP Server:**   
(e.g., sip.mycompany.com, or IP address)

**Secondary SIP Server:**   
(e.g., sip.mycompany.com, or IP address)

**Outbound Proxy:**   
(e.g., proxy.myprovider.com, or IP address)

**SIP User ID:**   
the user part of an SIP address

**Authenticate ID:**   
can be same or different from SIP UserID

**Authenticate Password:**   
(not displayed for security protection)

**Name:**   
(optional, e.g., John Doe)

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**DNS Mode:**  A Record  SRV  NAPTR/SRV  Use Configured IP

**Special Feature:**

2. Configure the Line Key settings under BASIC SETTINGS page:

**Line Keys:**

**Key Mode:**

**Account:**  ▼

## VISUAL INDICATIONS

GXP21xx/14xx Line key LEDs provide visual indications of call appearances. In the following table, we assume the Primary Location initiates/picks up a call, and it is the location that puts a call on Public/Private Hold. The Line LED status for Multiply Call Arrangement is defined the same.

Call Status	Line Key LED Status	
	Primary Location	Other Locations
Idle	LED Off	LED Off
Ringing	Blinking Red	Blinking Red
Initiate a Call	Solid Green	Solid Red
During a Call	Solid Green	Solid Red
Public Hold	Blinking Green	Blinking Red
Private Hold	Blinking Green	Solid Red